

Fall 2001

Beacon Light: Fall 2001

St. Cloud Hospital

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Beacon

LIGHT

Is your
child
secure?

Car seat
clinics ensure
your child's
safety, p. 4.

 **St. Cloud Hospital**
CENTRA CARE Health System

PAID ADVERTISING
SUPPLEMENT

2 FOOD ALLERGIES

Childhood allergies are challenging and a learning experience for parents.

WHAT'S
FOR
DINNER?

3 DOMESTIC VIOLENCE

At a candlelight vigil in October, Deb Johnson-Fuller, Women's Advocate for the Central Minnesota Task Force on Battered Women, read the names of the Minnesotan women and children who died as a result of domestic violence in 2000-2001.



7 DAY IN THE LIFE

What's it like to work in the St. Cloud Hospital Telecommunications Department?



 **St. Cloud Hospital**
CENTRA CARE Health System

1406 Sixth Avenue North | St. Cloud, MN 56303-1901

FOOD ALLERGIES

Food allergy sufferers adapt to change in lifestyle

As a registered dietitian, Jeanne Carreras was always an avid food label reader, but with two children who are allergic to nuts, Carreras is extra cautious now.

"I was always careful not to give either of them anything with nuts in it before they were 1 year old," Carreras said. "As a dietitian, I was very aware of the dangers of food allergies, especially during the first year."

but she had never eaten them," Carreras said. "I consider myself very lucky that neither of them had a more severe allergic reaction."

Carreras also appreciates the information and support she gets from Mary Keating, M.D., an allergist with CentraCare Clinic - Women & Children.

"Dr. Keating is very helpful and really knows a lot about food allergies and sensitivities," she said.

"Milk, soy, eggs, and wheat are foods that cause most food allergies in young children," said Keating. "These food allergies are, however, usually outgrown by age 3 to 5."

Unfortunately, peanuts, nuts and

shellfish are not outgrown and account for the most significant allergies affecting children and adults.

In addition to food allergies, some infants are diagnosed as lactose (milk) intolerant. In cases of lactose intolerance, infants need to avoid all milk products because they lack the enzymes needed to break up the sugar in milk (lactose). Many parents with children who have milk allergies or lactose intolerance opt to feed their child other options, such as soy milk, breast milk or hypoallergenic formulas.

"It's obviously a very stressful time for parents as they try to figure out what their infant will tolerate," Keating said. "We just try to help them in any way we can with information and the extra support they may need to get through this challenging time."

Sometimes talking with parents who are struggling with similar issues can be helpful, and for that reason, Dr. Keating hopes to begin a support group in the

St. Cloud area for food allergy sufferers. In the meantime, she recommends that parents obtain up-to-date information from national organizations, such as The Food Allergy Network at www.foodallergy.org or LaurusHealth at www.centracare.com.

Carreras realizes that controlling her children's food allergies may be more difficult as they get older and become more independent, but she says they have learned at a very young age to ask what's in food before they eat.



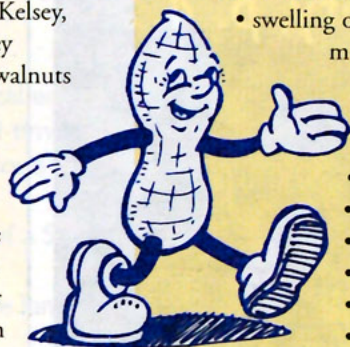
Dr. Mary Keating, an allergist with CentraCare Clinic - Women & Children, shows food allergy and asthma patient Leykza Carreras, 3, and her brother Kelsey, 6, how to use an EpiPen® in the case of a severe allergic reaction to food.

As it turned out, her oldest son Kelsey, age 6, was 4 years old before they detected that he was allergic to walnuts and pecans.

"We were eating Thanksgiving dinner, and after he ate a cranberry salad with walnuts, he threw up," she said. "It wasn't a terribly severe reaction, but after that, I knew I needed to get him in to the doctor to be tested."

Leykza, her 3-year-old daughter, was 2 when they discovered she was allergic to peanuts. She had thrown up after eating peanut butter M&Ms.

"I realized that we had served her peanut butter sandwiches in the past,



COMMON SYMPTOMS:

- swelling or itching of lips, mouth or throat
- nausea
- vomiting
- cramping
- diarrhea
- itching
- hives
- eczema
- redness of the skin
- sneezing
- runny nose
- shortness of breath or breathing difficulties
- anaphylaxis (sudden, severe reaction, including drop in blood pressure and loss of consciousness)

Symptoms can vary in severity, onset and location.

DIAGNOSING ALLERGIES

Below are three ways that your physician may use to determine food allergies:

1. Skin testing: A diluted amount of the suspected food extract is placed on the skin which is then punctured or scratched. Positive reactions (raised red bumps) should appear within 15-20 minutes.
2. RAST (radioallergosorbent test): a blood test used to evaluate food allergy. Results can take one to two weeks to obtain.
3. Food challenge: The suspected food is given by the physician and the patient is observed for symptoms.

MANAGING FOOD ALLERGIES

1. Always read food labels and ask how food is prepared.
2. Carry EpiPen® always (EpiPen is an easy-to-use injectable medication prescribed for persons with histories of severe allergic reactions.)
3. Educate yourself about food allergies (www.foodallergy.org).
4. Notify your physician about any changes and obtain follow-up care on a regular basis.
5. Make others around you aware of your allergy and what to do in case of a reaction.

VIOLENCE PREVENTION

ST. CLOUD HOSPITAL TASK FORCE ON VIOLENCE

Working to educate community

As part of October's Domestic Violence Awareness activities, the St. Cloud Hospital Task Force on Violence Prevention commemorated the loss of lives due to domestic violence, and educated the public about the issue and the resources available to victims.

Nearly every St. Cloud Hospital employee wore a purple ribbon to show support of domestic violence prevention during October. In the hospital's main dining room, gray and black dresses hung to represent the 40 Minnesotan women who lost their lives to domestic violence in 2000. Under the "Remember My Name Silhouette Memorial," a sign read: "I'm not just a number . . . read my story."

Even though October has past, domestic violence continues to be a health care concern. Here are some startling statistics:

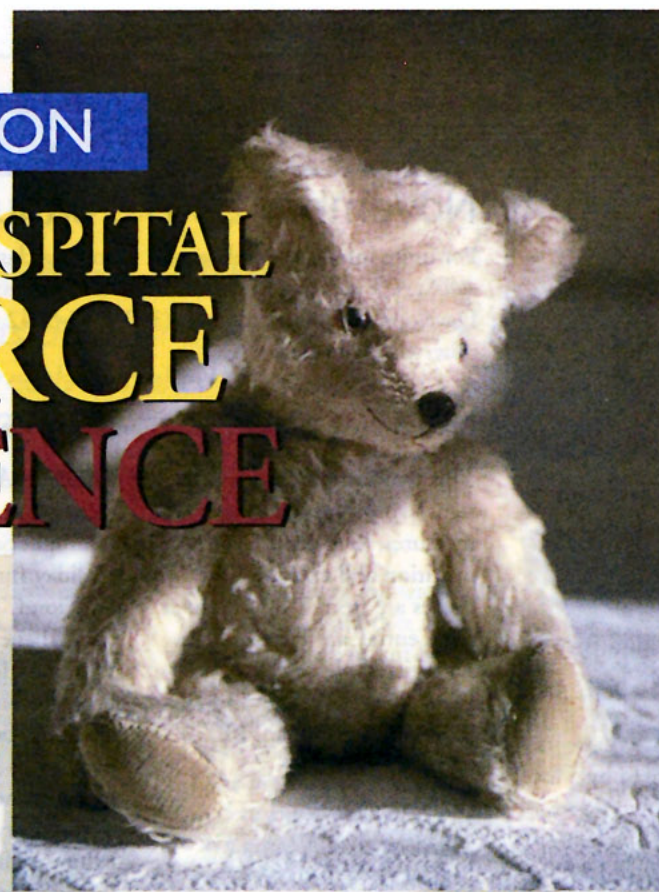
- The American Medical Association estimates that 28 percent of women seen in ambulatory clinics have been battered, and
- approximately 14 percent are currently battered.
- Battered women account for 25 percent of women who attempt suicide.
- One in five teens and one in six adults report experiencing abuse during their pregnancy.
- Health care cost of family violence is estimated from \$4 to 6 billion annually.

"We are evolving to meet the needs of the growing community," said Cindee Koll, co-chair of the task force on violence prevention and the hospital-based advocate for domestic violence.

The mission of the task force is to facilitate a culture of mutual respect by providing education and training to CentraCare Health System staff about violence prevention, advocacy resource services and advocacy to victims.

The Hospital Advocacy Program provides confidential, free, direct advocacy services to patients, employees and employee family members, consultation to providers in the system, group facilitation and training for hospital staff. Advocacy services respond within 30-minutes for victims in the Emergency Trauma Center.

As health care providers at St. Cloud Hospital gain experience and increase their comfort level with assessment, more survivors are being identified and receive advocacy services through the hospital-based program.



- July 1998 - June 1999: the program served 98 individuals who were survivors of violence.
- July 1999 - June 2000: the program served 135 individuals who were survivors of violence.
- July 2000 - June 2001: the program served 177 individuals who were survivors of violence.

"Reaching the visitors and patients of St. Cloud Hospital is just a starting point," said Koll. "Expanding awareness out into the community is our plan for the future."

One activity includes a community health night titled "Women and Relationships" scheduled for Nov. 13. During this presentation, Koll will discuss healthy and unhealthy relationships. Attendees are encouraged to bring teenage daughters. This interactive program is from 7-8:30 p.m. in the Hoppe Auditorium at St. Cloud Hospital. Please call (320) 251-2700, ext. 53368, to register.

The second community activity the task force planned is a one-day conference regarding violence as it relates to children from a health care and educational perspective. The conference will be April 26, 2002, at St. Cloud Hospital's Conference Center. Participants will include educators, teachers, health care professionals, foster care providers, advocacy groups, youth leaders and day care providers from 12-counties. The purpose of the conference is to look at violence and its impact on health, early education and development and identify some prevention efforts in our community.

"The advocacy program continues to serve those who come in for the care they need," said Koll. "It's the education of the community and a strong look at our children that will enhance prevention efforts."

For more information on the Hospital Based Advocacy Program or the Violence Prevention task force contact Cindee Koll, (320) 251-2700, ext. 53224.

SURGERY

NEW — ON —

www.centracare.com!

Patients now may choose to complete their pre-admission forms online. This convenient feature is available to those



having surgery at St. Cloud Hospital. Soon, it will be expanded to include patients of the Family Birthing Center at St. Cloud Hospital.

Patients who wish to use this online feature will be given a user name and password from the department where they will be admitted. From there, users enter their personal information and then securely submit it to the appropriate department. Step-by-step instructions, as well as help-line phone numbers, are provided to guide patients through the process.

The goal of this new service is to make the completion of forms more convenient and help streamline the admission process for our patients. If you have questions about the process, please contact the Admitting department at (320) 656-7052.

Is there something — a service or feature — you'd like to see on www.centracare.com? Let us know! Send your suggestions to tomazink@centracare.com.



Childbirth Preparation Monday Night Series

This six-session series is designed for parents in the sixth to eighth month of pregnancy. Classes meet from 6:30-8:30 p.m. in the Fireside Room – Level A at St. Cloud Hospital. \$65 per person/couple

- Nov. 5, 12, 19, 26; Dec. 3, 10
- Jan. 7, 14, 21, 28; Feb. 4, 11

Childbirth Preparation Weekend Series

This series is a condensed form of the six-session series. Classes meet from 6:30-9 p.m. Friday and 9 a.m. to 5 p.m. Saturday in the Fireside Room – Level A at St. Cloud Hospital. \$65 per person/couple

- Nov. 16 and 17
- Dec. 28 and 29
- Jan. 18, 19

Refresher Classes for Labor and Delivery

Expectant parents who have given birth before are encouraged to attend this class in the sixth to eighth month of pregnancy. Classes meet from 9 a.m. to 4 p.m. Saturday in the Fireside Room – Level A at St. Cloud Hospital. \$35 per person/couple

- Nov. 3
- Jan. 12

Vaginal Birth After Caesarean (VBAC)

This class is intended to prepare expectant couples who are considering a vaginal birth after a previous Caesarean birth. Classes meet from 6:30-8:30 p.m. in the Family

Birthing Center Classroom (third floor) at St. Cloud Hospital. \$15 per person/couple

- Monday, Nov. 19

Breastfeeding Class

For expectant or new parents, this class is presented by a local lactation consultant. Classes meet in the Family Birthing Center Classroom (third floor) at St. Cloud Hospital. \$15 per person/couple

6:30-8:30 p.m. Wednesday

- Nov. 21
- Dec. 19
- Jan. 16

1:30-3:30 p.m. Monday

- Nov. 26
- Jan. 21

Sibling Class

For siblings-to-be between 3 and 9 years old, this class will teach children about how to interact with a new baby and give parents insight into the siblings' reactions to the baby. Classes meet from 9-10:30 a.m. Saturday in the Fireside Room – Level A at St. Cloud Hospital. \$20 per family

- Nov. 10
- Dec. 1
- Jan. 12

Siblings Present at Birth

For couples who want their other children present during the birth, this class helps prepare the children for the birth experience. \$30 per family. Call the Education and Professional Development Department 255-5642 to arrange a time with the instructor.

UPCOMING EVENTS

November 2001 - January 2002

For more information about the following classes, call St. Cloud Hospital's Education and Professional Development Department at (320) 255-5642 unless otherwise indicated.

Menopause Class

This two-session class covers signs/symptoms, comfort measures, long-term health, nutrition and exercise. The classes are from 7-8:30 p.m. at the CentraCare Health Plaza. To register, please call (320) 251-2700, ext. 53368. Please register by Jan. 21. \$25 per person

- Jan. 28 and Feb. 4

Community Health Night Series

To register, please call (320) 251-2700, ext. 53368.

- **Nov. 13 Women and Relationships** – Cindee Koll, M.S., Health Care Systems Domestic Violence Advocate, will discuss healthy and unhealthy relationships. Attendees are encouraged to bring teenage daughters. This interactive program is from 7-8:30 p.m. in the Hoppe Auditorium at St. Cloud Hospital. Please register by Monday, Nov. 12. Free.

- **Jan. 23 Osteoporosis** – Presented by Mary Stiles, M.D. This program is from 7-8:30 p.m. in the new CentraCare Health Plaza. Please register by Tuesday, Jan. 22. Free.

Festival of Lights

Join us for the lighting of St. Cloud Hospital from 6-8 p.m. Thursday, Nov. 29. The family fun event includes trolley rides, caroling, petting reindeer and refreshments.

Holly Ball 2001

The 27th Annual Holly Ball kicks off at 6:30 p.m. until midnight Saturday, Dec. 1, at Holiday Inn Hotel & Suites, St. Cloud. This gala event, which benefits St. Cloud Hospital Hospice Care Program, includes a silent auction, gourmet dinner and dancing to live music. The entertainment for this year is "Temporary Heroes" from Minneapolis. For more information or to purchase tickets, contact the CentraCare Health Foundation at 800-835-6652, ext. 52810.

Tree Festival 2001

The Annual Tree Festival runs from 11:30 a.m. to 2 p.m. Sunday, Dec. 2, at the Holiday Inn Hotel & Suites. This family event is filled with games and activities for kids, including musical entertainment and reindeer rides. It is a time for people to view the collectibles and decorated trees sold in the silent auction at the Holly Ball. To purchase tickets, contact the CentraCare Health Foundation at 800-835-6652, ext. 52810.

CentraCare Health Plaza Open House

Please join us for an afternoon of celebration from 2-5 p.m. Sunday, Jan. 6. The event will feature tours, refreshments and prizes. The Health Plaza is located west of Minnesota Highway 15 off of 20th Street North.

In case of severe weather, course cancellations are announced on WWJO-FM/WJON, KCLD-FM/KNSI and KKSJ-FM (STAR 96) radio stations.

Community initiative increases child passenger safety

Child passenger safety

Carolyn Harlander-Zimny, mother of three, learned in an instant the importance of car seats and seat belts.

After being struck nearly head-on at a busy St. Cloud intersection, Harlander-Zimny turned around to see her 2-year-old son Nolan, and her 8-year-old son Preston both safe in the backseat. Although scared and bruised, Nolan was secured in a front facing car seat and Preston was secured by a lap and shoulder belt. Neither boy was hurt in the Aug. 15 crash.

Motor vehicle crashes continue to be the leading cause of unintentional injury-related death among children 14 years of age and under. Although most parents attempt to do the right thing by using car seats, more than 90 percent of car seats checked at Child Passenger Safety (CPS) clinics in St. Cloud are installed incorrectly.

Harlander-Zimny is a neonatal intensive care nurse at St. Cloud Hospital and a certified CPS practitioner in her free time. She knew the importance of child passenger safety, but hoped that she would never have to experience an accident to emphasize the significance of her job.

"If they hadn't been in their seats tightly and properly, they probably would have been hurt in the accident," said Harlander-Zimny.

"The most common mistake I see is that the straps are often not tight enough. But an average person wouldn't know this without training and instruction. That's why it's essential to have your seats checked."

Community initiative

The St. Cloud Area Child Passenger Safety Program was initiated in 1999 as a collaborative effort among St. Cloud Hospital, Gold Cross Ambulance and St. Cloud Technical College. They began with a training program for CPS checkers and then they developed monthly clinics for the public. The clinics are staffed by employees from St. Cloud Hospital, Gold Cross Ambulance, Minnesota State Patrol, local law enforcement agencies, CentraCare Clinic - Women and Children, HealthPartners Central Minnesota Clinics and others.

A recent grant from CentraCare Health Foundation will support a part-time coordinator and efforts to increase the number of certified checkers and community partners.

"Following directions on a car seat and installing it correctly can be very challenging," said Barb Reuter, director of the CPS Program at St. Cloud Hospital. "Each child should be checked in their seat by a certified person. We encourage parents to come in and use the opportunity to learn how to properly secure their child."



Carolyn Harlander-Zimny with her husband, Edward, and children Preston, Lauren and Nolan

Facts for the year 2000

- Number of seats checked: 219
- Number of correctly installed and secured: 23
- Number of seats replaced: 17

It takes 20-30 minutes to check each child safety seat during the clinic. Seats are evaluated for suitability for the age and size of the child, the fit with the vehicle's safety belt system, defects and recall listings.

"One thing that a lot of parents don't realize is that if a car seat has been involved in a crash, whether the child was in it or not, it is no longer safe to use," said Reuter.

"The seat may not withstand the forces of another crash. It's important to notify your insurance to replace your damaged car seat."

The next Child Passenger Safety clinic will be 4-7 p.m., Thursday, Nov. 15, at Gold Cross Ambulance Garage, 2800 North Seventh Street. To schedule an appointment, call (320) 251-2700, ext. 54492, and leave a message with your name, phone number and number of seats to be checked.

McKay's Family Dodge also offers car seat checkups by appointment for seats in any type of vehicle. Call Katie Kettner at (320) 252-7170.

For more information about child passenger safety or if you would like information sent to you, please contact Barb Reuter (320) 251-2700, ext. 53310.



Pam Waage, nurse practitioner from CentraCare Clinic - Women & Children, checks car seats, provides information and instructs Wes Karls to properly secure his baby, Julia.

Child Passenger Safety site

Is your business interested in becoming a certified Child Passenger Safety (CPS) site? If your business has an interest in children, safety and families, call us to learn how a CPS partnership can benefit your business. Tentatively, the 2002 two-day training schedule will be Tuesday, March 18, and Wednesday, March 19; Monday, Sept. 16, and Tuesday, Sept. 17. For more information or to register, please call Barb Reuter (320) 251-2700, ext. 53310.

LIFELINE

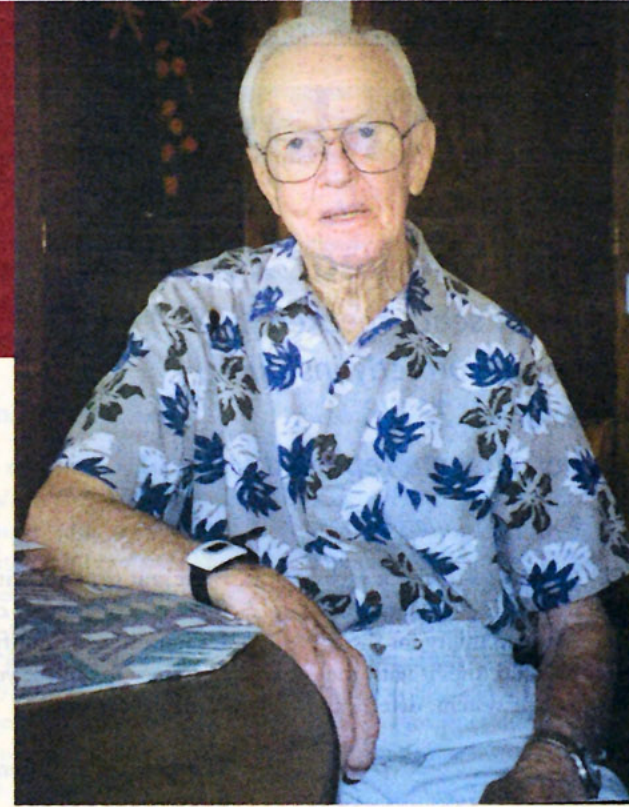
Remind your parents how much you love them

Even if you live far away, you can provide daily reminders for your elderly parent to take medication, keep appointments and follow doctors' guidelines for diet and exercise with the Lifeline CarePartner Telephone.

For about \$1 a day, the telephone's new reminder feature allows caregivers and health care professionals to record up to six reminders that can be set to play once, daily or weekly.

The holiday season is the perfect time to reevaluate an elderly parent's needs. In addition to the reminder feature, the special Lifeline telephone helps people live independently longer with the security of 24-hour assistance. This also is ideal for people who are disabled or are living alone.

When help is needed, the individual presses the help button pendant or wriststrap and the Lifeline CarePartner



Louis Coursolle, 89, wears the Lifeline wriststrap.

Telephone immediately dials the Lifeline Call Center at St. Cloud Hospital. The Call Center asks a friend or family member to check on the elderly person. If the Call Center cannot reach the designated contact person, emergency personnel will go to the home to provide assistance.

"It's a good backup," said Louis Coursolle, 89. He has lived alone since his wife, Mildred, died last year. He has two daughters in the Twin Cities area, a daughter in Pennsylvania and a son in Texas. "Two of my daughters are medical social workers

and they suggested I get Lifeline."

Three neighbors are Coursolle's designated contact people, who are notified by St. Cloud Hospital's Call Center if Coursolle's help button is activated.

"I have wonderful neighbors — good response people."

Lifeline services are available throughout Central Minnesota. For more information, please call (320) 251-2700, ext. 54619, between 8 a.m. and 4:30 p.m. Monday through Friday or leave a message for the program coordinator.

HOW DOES LIFELINE WORK?

1. If you need help, push your Personal Help Button.
2. Your communicator will automatically dial the Lifeline Response Center.
3. Our trained professionals immediately talk to you to find out what help you need.
4. If you do not respond, the Lifeline Response Center will send help immediately.

HOLIDAY SPECIAL

If you sign up for the Reminder phone before January, we will waive the \$20 registration fee. Call (320) 251-2700, ext. 54619, today!

TELECOMMUNICATIONS ATTENDANTS:

Have you spoken to one lately?



Telecommunications attendant Mary Karls (right) smiles as she talks with a caller, while Pamela Thielen (left) listens to an inquiry.

■ "St. Cloud Hospital, this is Judi. How may I help you?"

Although you may not see them, telecommunications attendants serve a vital role in hospital operation 24 hours a day, seven days a week.

Six telecommunications attendants are continuously picking up calls from 96 lines that come into the St. Cloud Hospital's main number, averaging 90,000 calls a month. The attendants serve as a liaison between nursing units and physicians. These same attendants strive to answer each call within four rings.

*"Answering a
general inquiry
call is only a
small part of their
responsibility."*

"It's important that people understand what attendants do," said Diana Heinen, director of Telecommunications at St. Cloud Hospital. "Answering a general inquiry call is only a small part of their responsibility. Attendants also are responsible for paging all emergency codes and contacting the proper medical staff to respond to the call at hand."

Telecommunications consists of 28 people, which includes a specialist and two level II telecommunications attendants who are responsible for maintaining databases for the paging system and medical messaging.

"It's very intense and not always easy to get the caller to the right destination, especially if they aren't sure what they need," said Donna Barthel, who is a 10-year telecommunications veteran. "But I find that helping people figure out what they need is the most rewarding part of my job."

Attendants also answer for:

- Mid-Minnesota Family Practice Center
- More than 8,000 calls for physician answering services
- Physician referral line
- More than 600 Lifeline subscribers,
- More than 1,200 security dispatch calls (per month)
- More than 10,000 calls for 800 services (per month)

Operators can be seen sitting in front of a computer utilizing many screens to access information that meets the needs of each caller.

"The main thing is to get the most urgent calls through first," said Mary Karls who has worked at St. Cloud Hospital for 25 years. "By having worked in other areas of the hospital I've come to appreciate the knowledge the attendants have and the variety of duties they perform."

Requirements for hiring a telecommunications attendant are based on past experience in customer service and a proper level of maturity to handle the wide variety of calls that come into a health care facility.

"I look for people who have a cheerful attitude and strong people skills," said Heinen. "I don't look at technical experience, that's something he or she can be taught."

The dedicated, long-term attendants who have devoted themselves to a career in customer service have developed the foundation of the telecommunications department at St. Cloud Hospital. Front-line representation for St. Cloud Hospital is something each operator takes pride in.

"I enjoy the interaction that I have with each caller," said Marciel Theroux, who has been a telecommunications attendant for two years. "I like being able to provide the help they need."

The wide array of duties and the variety of hours available make the job attractive to college students.

"It's not your typical 8 a.m. to 4 p.m. job," said Nicole Olmsted, 23, a college student who works a variety of shifts. "Since I am going to school simultaneously it allows me to get classes I need and still get my full-time hours."

*"I look for people
who have a
cheerful attitude
and strong
people skills,"
said Heinen."*

MISSION STATEMENT:

We are a Catholic, regional hospital whose mission is to improve the health and quality of life for the people of Central Minnesota in a manner that reflects the healing mission of Jesus and supports the dignity of those providing services and those being served.



A PUBLICATION OF ST. CLOUD HOSPITAL

The Beacon Light gets its name from the warning beacon once located atop St. Cloud Hospital when St. Cloud's airport was at nearby Whitney Park.



The Beacon Light is produced by the Communications department at St. Cloud Hospital.

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Monday-Friday

HOLLY BALL

Holly Ball and Tree Festival 2001

The 27th Annual Holly Ball kicks off at 6:30 p.m. until midnight Saturday, Dec. 1, at Holiday Inn Hotel & Suites, St. Cloud. This gala event, which benefits St. Cloud Hospital Hospice Care Program, includes a silent auction, gourmet dinner and dancing to live music. The entertainment for this year is "Temporary Heroes" from Minneapolis. The event co-chairs are Maryanne Mahowald and Deb Casto.

Hospice enables patients and their families to approach death and dying with dignity and respect. Donations to the Hospice Fund are used to provide personal items for hospice patients, as well as to offer bereavement services and help pay for expensive medications.

The Annual Tree Festival runs from 11:30 a.m. to 2 p.m. Sunday, Dec. 2, at the Holiday Inn Hotel & Suites. This family event is filled with games and activities for kids, including musical entertainment and reindeer rides. It is a time for people to view

the collectibles and decorated trees sold in the silent auction at the Holly Ball.

For more information or to purchase tickets, contact the CentraCare Health Foundation at 800-835-6652, ext. 52810; fax at (320) 656-7124 or e-mail at foundation@centracare.com. You can also purchase tickets online at www.centracare.com.



VOLUNTEER SPOTLIGHT

This column highlights St. Cloud Hospital employees who volunteer in the community.

About 10 years ago, Theresa Bowman, R.N., and her family were new to the St. Cloud area. She decided volunteering would be a good way to get involved in her children's lives and the community.

"It was a great way to meet new people in the community with similar interests," Bowman said, adding that one of the most enjoyable rewards of volunteering has been the people she has met.

One of the first organizations Bowman volunteered for was Girl Scouts. She has been a troop leader for the past 10 years. As a leader, she was responsible for monthly meetings with six girls. The group discussed issues such as self-esteem and teenage years, and participated in service projects. She also took on the responsibility of community cookie sale manager for 120 girls in three towns.

Bowman's Scouts now are high school juniors and fairly self-sufficient. She will help them and meet when they want to.

While Bowman's Girl Scout leader days may be slowing down, she hasn't. Bowman has become active in her church's youth group, where she has been a leader for the past two years. She has been involved in monthly meetings and planning a "service of the month" for area charities.

*"We saw a
proudness of the
Mexican
community that
you don't see in
tourist areas,"
Bowman said.*

As part of her involvement in the youth group, Bowman had the opportunity to help lead a service trip to Atongo, Mexico. The group spent eight days in Atongo, as part of a program through Lutheran



Theresa Bowman (far right) and her church's youth group worked in Atongo, Mexico.

Missions, where they helped build a new church.

"It was mostly cement work and painting while we were there."

The youth group stayed with the grandparents of the pastor's wife. They really got to enjoy and appreciate the simplicity of the culture by not always being in a rush.

"We saw a proudness of the Mexican community that you don't see in tourist areas," Bowman said.

*"The trip ended up
being an amazing
experience, not only
for the youth group,
but for me as well."*

■ Fun facts about St. Cloud Hospital

Amaze your family and friends with these nuggets of trivia about St. Cloud Hospital.

Central Minnesota Heart Center

- 450 open heart surgeries a year

Human Resources

- 3,335 St. Cloud Hospital employees (2,489 of those are full-time)
- 85 percent of all St. Cloud Hospital employees are female
- 38 is the average age of a St. Cloud Hospital employee
- 9.5 years is the average length of service for employees

Library

- 200 subscriptions to various journals
- 1,000 texts
- 300 Health Science Television Network videos
- 3,290 staff visits between January and August 2001

- 829 physician visits between January and August 2001
- 3,083 photocopies of articles between January and August 2001

Mailroom and Copy Center

- 1.57 million postal pieces processed a year
- 5,000-6,000 pieces of mail sent a day
- 840,000 pieces inserted into envelopes for various departments a year
- 3.8 million copies made a year

Telecommunications

- 1,566 phone calls answered daily on St. Cloud Hospital's main line
- 290 phone calls answered daily on St. Cloud Hospital's toll-free line
- 42 security dispatches a day
- 245 medical messages a day

Volunteer Services

- 798 volunteers that put in 66,163 volunteer hours in 2000
- 10,049 flower arrangements delivered in 2000

